

Frontier Communications

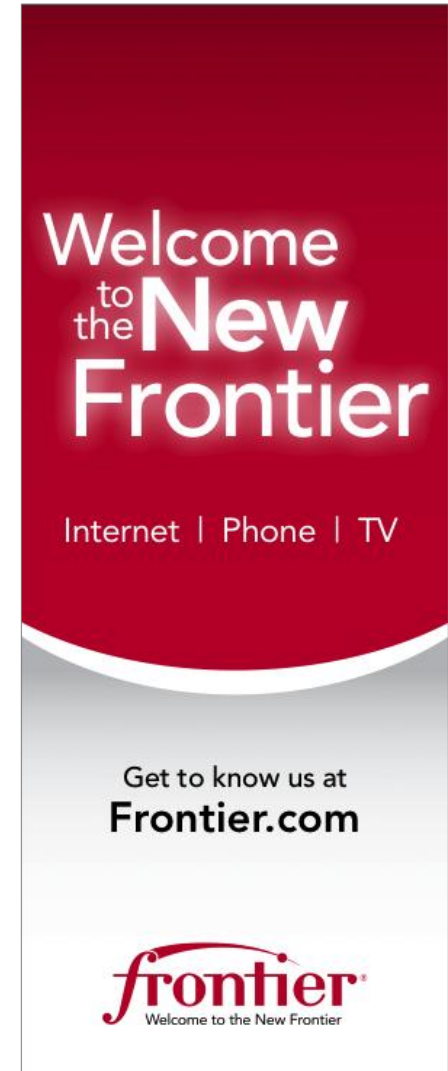
Celebrating One Year of the New Frontier



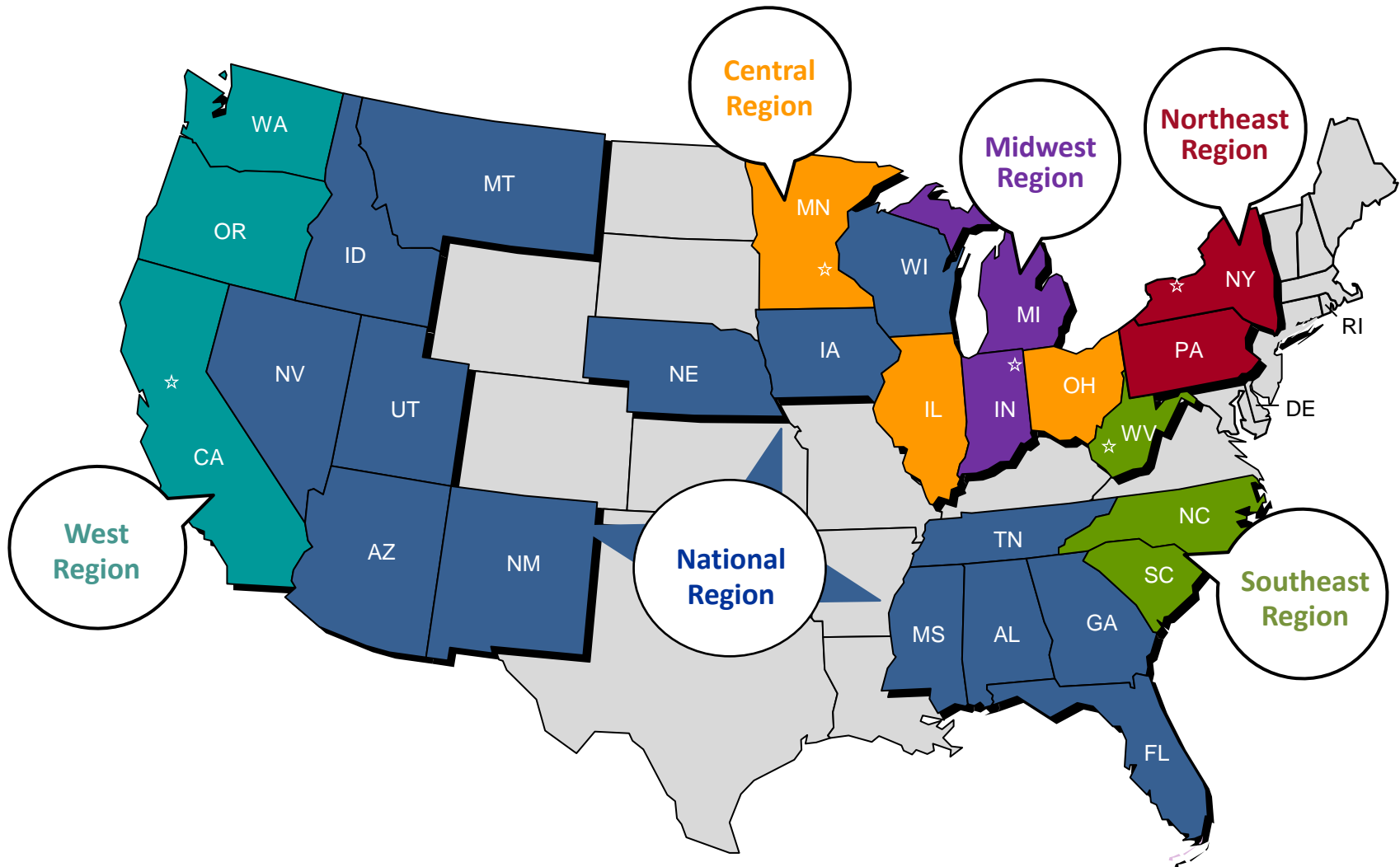
Update from July 2010...

The New Frontier is well underway

- 14,900+ employees strong, in 27 states serving 4 million customers... and growing
- Proud to be the largest communications service provider focused on rural America
- An S&P 500 company
- **A 100 percent U.S.-based workforce**, with hiring programs focused on **military vets and reservists**



Frontier's National Footprint Across 27 States



Frontier Local Engagement

Local Area Manager

Business

- Managed IP VPN
- VoIP systems
- High-Capacity fiber data
- Metro Ethernet
- Wireless backhaul
- Managed router

Residential

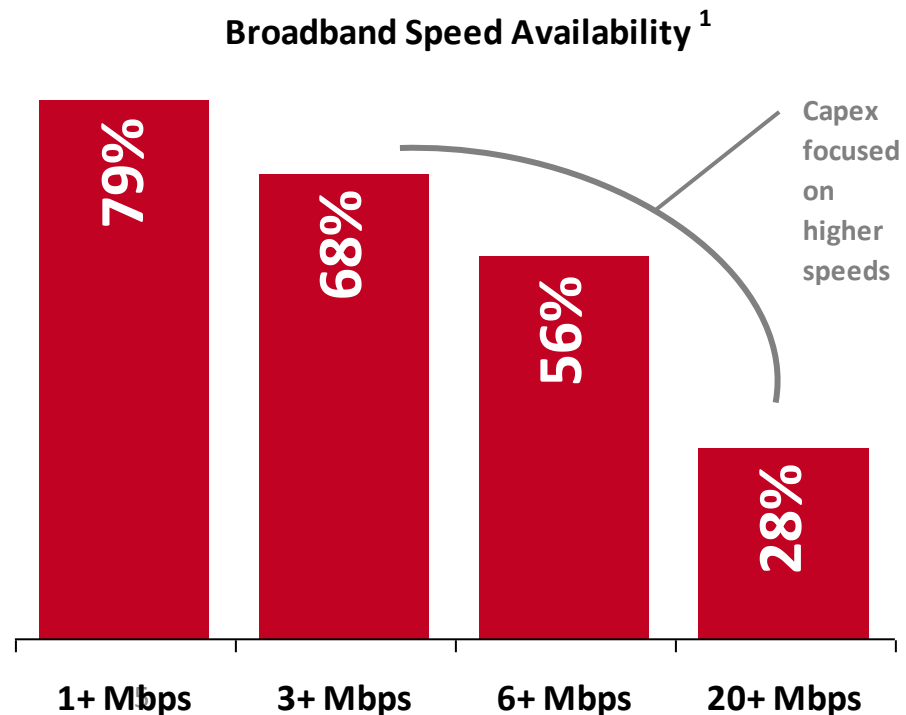
- High Speed Internet (DSL & FTTP)
- Voice
- Video (Satellite & FiOS)
- Wireless Data (WiFi mesh)
- Online backup
- 24/7 U.S. Tech Support



- Over 120 Local Area Managers at the community level respond to unique customer needs in each market across Frontier's 27 states
- Employees live in the markets they serve, and put the customer first
- Innovative marketing, 2-hour appointment windows, exceptional service levels

Broadband Expansion: Frontier's Focus on the Future

- Frontier has deployed broadband to 323,000 mostly rural households as of the end of Q1 2011
- Deploying ROADM in the middle mile; National high-capacity fiber backbone
- USF and intercarrier compensation support has played an essential role in deployment
- FCC Commitments:
 - 3Mbps to 85% by 12/31/13
 - 4Mbps to 85% by 12/31/15



Notes: (1) Downlink product availability as of 3/31/11; loop length availability is higher in each tier.